

Quick Reference Guide: Manager Review Customized for LAC-DMH

This Quick Reference Guide will assist a manager with reviewing an incident in the UHC Safety IntelligenceTM, powered by Datix[®] system. As a manager, you are responsible for editing events, completing a review, consulting other managers and attaching additional documents as needed. Note: DOP=Directly-operated Program; CAP= Contract Agency Program

DISCLAIMER: All data displayed on screens is fictitious and does not reflect actual client data or actual user names. Any similarity is purely coincidental.

Logins to UHC Safety IntelligenceTM testing and live sites

Testing Logins–DOPs/CAPs Start testing now. **Go-Live Logins–DOPs enter actual reports 6/1/15, CAPs TBD.**

New Form | Login |

Login to UHC Safety Intelligence

Login to UHC Safety Intelligence

User nameTrainingMgr

Password3Password

Domain<None>

Log in

New Form | Login |

Login to UHC Safety Intelligence

Login to UHC Safety Intelligence

User nameE # (employee #) or C # for contractor

PasswordUse your mylacounty.gov password

DomainHOSTED

Log in

Login by clicking on the **Login** link (located in the upper left-hand corner of the screen). Once you login, you will be taken to the **Manager Home** page.

My Dashboard | Contacts | Admin | Logout |

Events

UHC Safety Intelligence[®]
Powered by Datix[®]
Manager Training

Events

Options

Add a new event

My reports

Design a report

New search

Saved queries

Searches

Statuses

New Reports

Being Reviewed

Awaiting Consultant/Pharmacy Review

Q/R Manager Review

Completed

Rejected

106 records

28 records

27 records

21 records

5 records

9 records

106 Overdue

27 Overdue

27 Overdue

21 Overdue

Pinned queries

Active reports that I have NOT reviewed

Active reports that I HAVE reviewed

128 records

54 records

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On the right side of the screen, you will see a list of the number of records by **Status**. You will also be able to see the number of records that are overdue. The number of days when a record is considered overdue is determined by your organization's policy.

NOTE: You will only see records for events that you have access to – those events where you have been assigned as a manager or consultant.

Click the records listed as **Awaiting initial manager review** to view the list of events assigned to you. In the example above, click on the words **2 records** to access the reports.

At the bottom of this screen you will also notice several **Pinned Queries**. The most common pinned queries are *Active reports that I have NOT reviewed* and *Active reports that I HAVE reviewed*. These pinned queries can act as a 'to-do' list for you and they are tied to your security settings. As you acknowledge that you have completed your portion of the review, your records will move from the pinned query of records you have NOT reviewed to the pinned query of records you HAVE reviewed.

You will also notice that these pinned queries are for active reports. Active reports include anything that has not been marked as **Completed** or **Rejected**.

The next screen (see below) will be the summary page - a listing of incidents with the status you selected. By default, the records display in chronological order by **Event Occurrence Date**, with the oldest records displaying at the top of the list. To reorder the list, click on any column heading.

My Dashboard | Contacts | Admin | Logout | UHC Safety Intelligence

Events ▾

Events with status: Awaiting initial manager review
9 records found. Displaying 1-9.

Query: Choose Click on column headings to re-sort the list Save the current search as a query.

Click on any field in a row to display details of the record.

Click on column headings to re-sort the list.

ID	Ref	Who was affected by the event?	Name	Event occurrence date	Harm score	Event Type	Event Category	Event Subcategory	Site	Location	
2	SI-134	Patient	SLATER MANDY		4 - Emotional distress or inconvenience	Fall	Not applicable	Not applicable	Hospital	11E (Medicine)	Patient fell trying to get out of the bed in the morning.
	SI-135	Patient	FEINSTEIN MONA		3 - No harm evident, physical or otherwise	Fall	Not applicable	Not applicable	Hospital	11E (Medicine)	The patient became dizzy and lost their balance. She fell to the floor and had no injury.
26	SI-148	Patient	PROFFITT GREGORY		5 - Additional treatment	Fall	Not applicable	Not applicable	Hospital	11E (Medicine)	Patient fell to ground while ambulating in hall with family members.
43	SI-165	Patient	COPELAND JEANNINE		3 - No harm evident, physical or otherwise	Fall	Not applicable	Not applicable	Hospital	Ambulatory Surgery	Patient tripped over tray outside of room. Hit head on floor.
55	SI-177	Patient	SHAW MIGUEL		3 - No harm evident, physical or otherwise	Fall	Not applicable	Not applicable	Hospital	11E (Medicine)	Patient fell trying to get out of the bed.
62	SI-184	Patient	CAPPS MICHAEL		3 - No harm evident, physical or otherwise	Fall	Not applicable	Not applicable	Hospital	11E (Medicine)	Patient fell while trying to get on the bed.
64	SI-186	Patient	ADAMS SUSAN		5 - Additional treatment	Fall	Not applicable	Not applicable	Hospital	Ambulatory Surgery	Patient fell while getting out of bed.
65	SI-187	Patient	ADAMS SUSAN		3 - No harm evident, physical or otherwise	Medication related	Wrong dose	Extra dose	Hospital	11E (Medicine)	An extra dose was administered to the patient during the shift change.
39	SI-161	Patient	MURPHY CARL	11/28/2012	3 - No harm evident, physical or otherwise	Fall	Not applicable	Not applicable	Hospital	11E (Medicine)	The patient was not paying attention when reaching for his glasses on the night stand. He slipped out of bed.

Save the current search as a query.

Back

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Datix

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Reviewing and Editing an Event

This is an example of an **Event Report** that has not been customized for DMH.

A Navigation links on the left side of the screen.

B Event Report section, including fields for Ref #, Name, Current approval status, Approval status after save, Reported date, Reported time, and Reporter Role.

C Save button.

D Event Basics section, including fields for Who was affected by the event?, Event Type, Event Category, Event Subcategory, Event discovery date, Event discovery time, Event occurrence date, Event occurrence time, Was the event related to a handover/handoff?, Was health information technology (HIT) implicated in this event?, How did you learn about the event?, Event Location, Event Detail, Patient Falls, Harm Score, Misc Info, and Other Contacts.

E Approval status dropdown menu.

F Other Contacts table.

G Notifications table.

H Save button.

ID	Medical record or patient account number	First name	Last name	Date of birth	Type	Subtype	Contact role	Approval status
1091	one	and	and		Staff Member/Employee	Reporter	Reporter	Unapproved
1093	and	and	and		Visitor	Patients advocate	Patients advocate	Unapproved

Notification Name	Recipient E-mail	Date/Time	Contact ID	Telephone Number	Job Title
Training Manager	one@mail@uhc.edu	10/17/2013 21:48:02	1091	1091	Demo-Manager
Test Test	one@mail@uhc.edu	10/17/2013 21:48:02	1091	1091	Test

The links on the left hand side of the screen (**A**) are used to navigate to different sections of the form. You can use this to facilitate each step of the review process.

The **Event Report** (**B**) section displays the reference number, report status and what status it should be saved with (**C**), and reported date/time.

Event Basics (**D**) includes the Event Report just as the front line reporter has entered it. **You will need to review this section carefully and make any edits to this section as permitted by your organization.** Once you click **Save** (**H**), these changes will be saved for all the assigned managers to see.

Navigate through each of the links along the left hand side (**A**) and conduct your review as applicable to the event type. You may not need to enter data on each page. For example, if the incident is not related to a medication, you may not need to update the **Pharmacy Manager Review** page.

NOTE: When you make an adjustment to a field such as **Location**, where a new manager may be assigned to the event, add the new manager as a consultant. (See page 9 for more information on adding consultants.)

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Approving Contacts

It is necessary to approve all contacts that are entered into Safety Intelligence®. When you approve a contact, you are helping the system to determine if that person has been involved in any events prior to this one.

Important features of Contacts (E) (F) (G) (See previous page):

- Clients that are added to the Contacts database through the ADT interface will already have an Approval status of “Approved”
- Contacts that are manually entered by a reporter or reviewer will have a status of “Unapproved”
- It is important to approve contacts so that they will be available for searching

To approve a contact, simply click on any field in the row to open the contact module and begin the process of approving the contact.

People affected by the event								
ID	Medical record or patient account number	First name	Last name	Date of birth	Type	Subtype	Contact role	Current approval status
1075	98765	Charlie	Chaplin		Patient	Inpatient		Approved
Create a new Person Affected link								

Clicking on any field in the row displaying a contact that needs to be approved will open the contact module and allow you to begin the process of approving a contact.

You will be taken to the **Contact details** page for that person. Scroll to the bottom of the page and click **Check for matching contacts**. A separate window will open to display any matches.

UHC

My Dashboard | Actions | Contacts | Admin | Logout |

Events ▾

Man

Person Affected

Events

Print

+ Create a new contact

≡ List all contacts

☑ My reports

✓ Design a report

🔍 New search

📄 Saved queries

Contact details

Contact ID1092

* TypePatient

* MRN12345678

* SubtypeInpatient

* Last namekron

* First nameviktorias

* Date of birth (MM/dd/yyyy)06/19/1970

* GenderFemale

Events

Linked events to contact number 1092

Name	Event occurrence date	Who was affected by the event?	Location (exact)	Description	ID
KRON VIKTORIA	10/17/2013	Patient		Patient fell while walking from cafeteria to giftshop	14

Check for matching contactsBack to event

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If there is a match, the following screen will display. If the match is correct, click **Choose**.

Matching contacts									
1 contact found. Displaying 1-1.									
	ID	First name	Last name	Type	Subtype	Approval status	Patient/staff number	Job Title	Date of birth
Choose	1144	Mary	Smith			Approved		Charge Nurse	
Cancel									

The Approval status for the contact will automatically change to “Approved”. Click the **Create Link** button (located at the bottom of your screen) to continue the event review. A popup window may display asking for confirmation to leave the page. Click **OK**.

If there are no matches in the database, click **Cancel**.

Matching contacts									
No contacts found.									
Cancel									

The Contacts page will display again, but with a new field. It is important to confirm that the *****Approval status after save***** shows “Approved”. Click the **Save** button on the bottom of the screen. The report is now linked to the Contact.

Person Affected

Contact details

Events

Print

+ Create a new contact

≡ List all contacts

My reports

Design a report

New search

Saved queries

Contact details

Contact ID335

Approval status after save
Be sure to select 'Approved' from the dropdown and then click 'Save'

Approved

TypeUHC/Datix Support Staff

Last nameStanish

First nameCatherine

Events

Linked events to contact number 335

Name	Event occurrence date	Who was affected by the event?	Location (exact)	Description	ID
STANISH CATHERINE		Patient		Test	4

SaveBack to event

Click on the **Manager Review for Event** link. This is the part of the form where all managers to provide review input. Respond to the questions listed under **Manager Review for Event**.

Identify Contributing Factors to this Event. It is important to identify all contributing factors relevant to the event.

UHC Safety Intelligence: Review Form for Managers
Los Angeles County Department of Mental Health (DMH)

SE-2 | JOHNSON MICHAEL | Behavioral event

Event Report

Manager Review for Event

Consultations

Attachments

Print

+ Add a new event

My reports

Design a report

New search

Saved queries

Manager Review for Event

Is the medication regimen (as noted in the event basics) outside of DMH Medication Parameters?

Manager Review for Event

Was substance use a factor in the event?

Why not?

Was a post-event team review done?

List any pre-disposing factor(s) or root cause(s) relevant to this occurrence

What was the remedy or corrective action plan to reduce the likelihood for its recurrence?

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Expanded dropdowns for medications outside of parameters question:

Manager Review for Event	
* Is the medication regimen (as noted in the event basics) outside of DMH Medication Parameters?	Yes
* Select the reason(s) from the dropdown list	Use of benzodiazepine in a client with COD
<hr/>	
Medication Regimen Review for Event	
* If the medications were prescribed by an MD/DO, were the risks and benefits of the medications outside of parameters documented in the clinical record?	No
* Has the manager or supervising psychiatrist informed the MD/DO of the required documentation as stated in the DMH Guidelines for the Use of the Parameters?	No
* Why not?	The MD has left county service
<hr/>	
* If the medications outside of parameters were furnished by an NP, were the risks and benefits of the medications outside of parameters documented in the clinical record?	No
* Has the manager or supervising psychiatrist informed the NP of the required documentation as stated in the DMH Guidelines for the Use of the Parameters?	No
* Why not?	The NP has left county service

Next, you will complete the **Notes** section. This is where we recommend that managers communicate with each other. If you have made any changes on the previous page, please indicate those here.

There are several items to keep in mind about this section:

- There is spell-check capability
- When a note is saved, the entry is date/time stamped with the logged-in manager's name and job title
- Managers can edit their own note; however, a manager cannot edit another manager's note
- There is no limit to the number of notes you may add

Notes	
Use this section to detail any additional notes relevant to the event. Note that any notes entered here will be visible to other users who have access to this event.	
New note	<div></div>
<hr/>	
No progress notes	
<div>Save Cancel</div>	

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Pharmacy Manager Review

The **Pharmacy Manager Review** tab will only display questions if it is a pharmacy related event.

Consultations

When additional input or review is required, the incident can be sent to another reviewer. If someone is already assigned to review this event, but you need more information from them, you may add them again as a consultant. Click on the **Consultations** panel to designate another reviewer.

The screenshot shows the 'UHC Safety Intelligence powered by Datix: Review form for Managers' interface. The left sidebar contains a menu with 'Event Report' (highlighted in orange), 'People Involved', 'Manager Review for Event', 'Pharmacy Manager Review', 'Identify contributing factors to this event', 'Consultations' (highlighted with a red box), 'Attachments', 'Data migrated from PSN', 'Print', '+ Add a new event', 'My reports', 'New search', and 'Saved queries'. The main content area is titled 'Consultations' and includes the instruction 'Use the field below to request that other users act as a consultant to this event.' Below this is a 'Consultant(s)' field with a dropdown arrow and a text box containing the instruction: 'Individuals whose names appear in this box have been requested to act as a consultant. Those individuals will receive an e-mail notification of your request.' There is also a 'Notes to Consultants' text area and a 'Notes to Consultants history' section. At the bottom right, there are 'Save' and 'Cancel' buttons, with 'Save' highlighted by a red box. The footer contains version information 'DatixWeb 12.1.1 ©Datix Ltd 2012' and a warning about confidential data.

- In the drop down box, you may search by first name, last name or job title
- You may add more than one consultant at a time
- The selected name(s) will display in the field labeled **Consultant(s)**
- Use the **Notes to Consultants** text box to communicate what, in particular, the consultant should review
- Once you click **Save**, an email message with a hyperlink to the incident report will be sent to the selected consultant(s). Note that the email will not contain any incident information. Consultants will need to login to access and review the incident report

NOTE: Adding someone as a consultant grants them the same security rights as all other managers assigned to the event.

Attachments

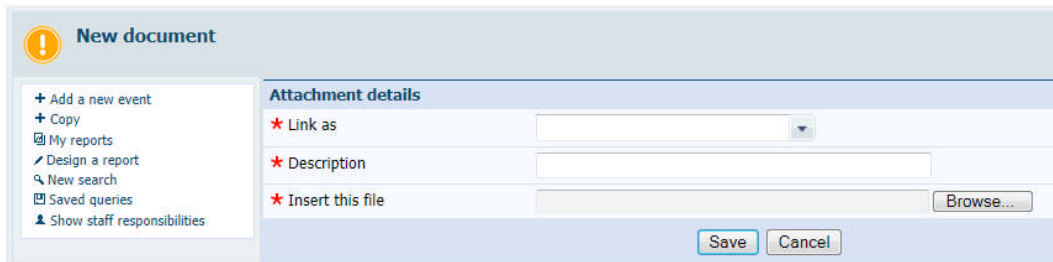
You may add an attachment to an incident report. Click on **Attachments** followed by **Attach a new document**, as shown below.

The screenshot shows the 'UHC Safety Intelligence powered by Datix: Review form for Managers' interface with the 'Attachments' tab selected. The left sidebar is the same as in the previous screenshot, but 'Attachments' is now highlighted with a red box. The main content area is titled 'Attachments' and displays 'No documents.' Below this is an 'Attach a new document' button, which is also highlighted with a red box. At the bottom right, there are 'Save' and 'Cancel' buttons. The footer contains version information 'DatixWeb 12.1.1 ©Datix Ltd 2012' and a warning about confidential data.

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You may attach any type of document; however, be mindful of the size of the document. Larger documents will take time to upload and will fill up server space. Your local IT administrators may also limit the file types that can be attached.

In the **Link as** field, you can designate if the document should be OPEN (visible to all managers) or SECURE (visible only to you and Q/R managers). Be sure to type a brief description so the manager or consultant will know what is included in this document. At the **Insert this file** prompt, click on **Browse** to navigate to upload the document.



NOTE: By attaching a document, you are attaching a copy of the original document. If the source document is updated, this copy within the event report will not automatically update. You will need to add the updated attachment.

Submitting an Event

If you have done your review and you are not awaiting additional manager feedback, your review is complete. There is no auto-submit, so you must manually move through the entire events process. Update the **Current approval status** field (located on the **Event Report** panel) to **Awaiting Q/R manager review**.

Your manager review of an event is now finished.

NOTE: Q/R Managers are the only staff members who are able to set a record status as Complete. For DMH, these are the Clinical Risk Management staff. For questions on completing the forms, email [SafetyIntelligence](#).

See following example for completing an event and related managerial review for a fictitious client assault.

Quick Reference Guide: Manager Review

Attachment 1 Sample fictitious managerial review

Event Report
Manager Review for Event
Consultations
Attachments
Print

+ Add a new event
My reports
Design a report
New search
Saved queries
List search results
Clear the current search

Event Report
Ref SI-12
Name SMITH JANE
Current approval status Risk Management Review in Progress
★ Approval status after save Risk Management Review in Progress
Reported date (MM/dd/yyyy) 02/03/2015
Reported time (hh:mm) 10:14
Reporter Role
Reviewing Managers
Select your name from this list once you have completed your review.
MARODO
ID 20
Last updated Training Manager 05/06/2015 09:43:58
People affected by the event

ID	Approval status	First name	Last name
1092	Approved	joe	smith

Create a new Person Affected link
Other Contacts

ID	Approval status	First name	Last name	Contact role
1113	Approved	Carolyn	Brawn	Reporter

Create a new Other Contact link
Event Location
Use this section to detail the reporting location
★ Reporting Site (Service Area or CW-Countywide) SA VII
★ Reporting Location / Service Name (Provider Number / Provider Name) 1930-RIO HONDO COMMUNITY MENTAL HEALTH CENTER

Event Basics
★ Who was affected by the event? Client
Date of initial intake 02/02/2015
★ Is the client currently prescribed psychotropic medications? Yes
Enter name of prescribing MD or furnishing NP Dr. John Doe MD.
Enter frequency and dosages of the medication(s)
The current med list can be copied from OrderConnect or IBHIS and pasted here.
Ativan .5 mg bid
Prozac 20 mg daily
zoloft 50 mg daily
DSM Diagnoses
Enter code and a brief description
CLICK HERE to see a list of DSM Diagnosis Codes
296.22-Major Depression-Moderate
★ Event Type Behavioral event
★ Event Category Assault
★ Event Subcategory Assault by client - victim required EMT
★ Event discovery date 02/02/2015
Event discovery time 12:00
Use the military time format.
Event occurrence date (MM/dd/yyyy)
Event occurrence time (hh:mm)
Use the military time format.
How did you learn about the event?
Report by family or visitors

Select all that apply from the dropdown list

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Event Detail

★ Describe the event in your own words

Attach any correspondence, news articles, or related documents.

When client did not get the meds they wanted because the psychiatrist deemed it not necessary and lowered the dose, the client became very agitated, grabbed a pencil and stabbed the psychiatrist. Security called 911. The MD taken to the hospital and client taken to 51/50 hold.

ABC

Describe any factors contributing to the event, lessons learned, and/or recommendations to prevent recurrence

Scheduled review of IIPP with staff for 7-1-15

ABC

Behavioral: Client Assault

Did the victim require emergency medical treatment?

Yes

Describe the nature of the injuries, if known

puncture wound.

ABC

Did the victim die as a result of the assault?

No

Was the victim another client?

No

Was the risk for aggressive behavior assessed?

No

Was a history of previous aggressive behavior assessed?

No

Why not?

No history so staff did not inquire.

ABC

Harm Score

If this event did not occur at the clinic site or while providing services, enter the following information in this section:

Extent of Harm: **Near Miss**

Harm Score: **1. Unsafe Condition**

When was harm assessed: **Within 24 hours**

Interventions attempted: **Unknown**

★ Extent of harm

Harm caused

★ Harm score ?

6 - Temporary harm

How long after the incident was harm assessed?

Within 24 hours

If the harm score is 1, select the response of 'within 24 hours'

Was any intervention attempted to prevent, reverse, or halt the progression of harm?

Yes

Additional Information

Who was notified?

Health and safety office
Leave management

ABC

Select all that apply from the dropdown list

Notifications

NOTE: This section is NOT an indicator of who has access to a record; it is a list of those individuals who received an email at the time this event report was FIRST submitted. This list will not be updated if changes to the event record result in different people having access to the record.

Recipient Name	Recipient E-mail	Date/Time	Contact ID	Telephone Number
----------------	------------------	-----------	------------	------------------

No notification e-mails sent

Save Cancel